



## Frequently Asked Questions Lemonade Stand in July Facebook Challenge

### About St. Jude Children's Research Hospital

St. Jude is leading the way the world understands, treats and defeats childhood cancer and other life-threatening diseases. Consistent with the vision of our founder Danny Thomas, no child is denied treatment based on race, religion, or a family's ability to pay. Because of generous donors and fundraisers, families never receive a bill from St. Jude for treatment, travel, housing or food—so they can focus on helping their child live.

### How can I tell this challenge is sponsored by or benefits St. Jude?

We understand you want to be sure that your funds are going to St. Jude. There are a few ways to ensure that you're supporting us. Firstly, at the top of the group page, at the bottom of the banner image, you will see a label saying "Group by St. Jude Children's Research Hospital" which links to our official Facebook page. Additionally, under the "Members" tab, you will see our official Facebook page listed as a group admin. Lastly, we list all of our challenges on our website [here](#), so you can keep up with the latest ways to support us.

### Setting Up Your Lemonade Stand

#### What do I need to set up my lemonade stand?

You can get as creative as you want with your lemonade stand but there are several things that we recommend you have

- Your lemonade stand sign
- A table
- Change
- A money box
- Lemonade pitcher
- Lemonade
- Ice
- Cups

#### Where do I set up my lemonade stand?

When choosing a spot be sure to check that lemonade stands are allowed there and that you have the proper permissions to do so. We suggest choosing spots that are safe and get a lot of foot traffic.

### **How many times do I need to set up my lemonade stand?**

We encourage you to set up your lemonade stand as often as you are able to throughout the month of July. We understand that it may not be feasible for everyone to set up their lemonade stands multiple times throughout the month, but even one stand makes a difference!

### **Do I have to provide proof of completion?**

Absolutely not. We trust you! But it is a great idea to post updates on your progress to your fundraising page to help encourage others to donate and keep going

### **How can I show my supporters I am doing this for St. Jude?**

You can add "Benefiting St. Jude" directly on your lemonade stand sign and show them your personal fundraising page at [facebook.com/fundraisers](https://facebook.com/fundraisers).

## **Donations**

### **How do I collect my donations?**

We recommend not setting a price on the lemonade. Instead, ask for a donation to St. Jude via one of the methods below:

- **Cash:**

You have two options if someone wants to pay in cash instead of donating directly to your fundraiser.

- 1) The first and most recommended option is to deposit any cash donations into your bank account and donate to your own fundraiser on their behalf.
- 2) The second option is to have them fill out and mail our printable donation form which can be found [HERE](#). With this method, you will not get credit directly to your fundraiser. For this reason, we prefer you use option 1!

- **Directly to your Fundraising Page:**

To make the process even speedier, you can ask your Facebook friends to donate directly to your fundraising page! A great way to do this is to pin your fundraiser to your personal Facebook page, and direct your friends to it there!

### **What if someone doesn't have Facebook, can they still donate to my fundraiser?**

Unfortunately, they cannot donate on Facebook, and the credit will not go to your individual fundraiser, but the money will still go to St. Jude. They can donate online to St. Jude [HERE](#). Or they can mail a check to:

ALSAC/St. Jude Children's Research Hospital  
501 St. Jude Place  
Memphis, TN 38105

### **Can I donate to my own page?**

Yes, of course! Lead by example - then invite friends and family to donate as well.

### **Can one person donate more than once?**

Yes. There are no limits on how many donations one can make.

### **How much do I have to raise?**

Facebook fundraisers are automatically set up with a target amount, but you can customize it. Because of your support, we can provide cutting-edge treatments to children not covered by insurance, at no cost to families.

### **My friend made a donation with the wrong amount. Can they get a refund?**

Please have your donor reach out to Facebook using this [link](#).

### **My page still has no donations. How do I encourage people to donate?**

Fundraising can be tough, but there are a few things you can try. Have you invited friends on Facebook to donate? A great way to get donations is by posting a comment on your fundraising page and tagging friends to ask them to give.

### **My friend is in a different country and wants to donate. Is that possible?**

If Facebook is available in their country, yes, they can. If they can't donate through Facebook, they can donate directly to St. Jude [HERE](#).

### **I have collected money offline - How can I send these donations?**

You can always donate the amount to your own fundraiser via credit card or you can send a check to:

ALSAC/St. Jude Children's Research Hospital  
501 St. Jude Place  
Memphis, TN 38105

## Registration Process

### **Is the Registration free?**

Yes, the registration is completely free. We strongly encourage you to start a fundraiser so you can help St. Jude with

### **Where do I register?**

You can join the Facebook Group and use the link in the pinned post at the top of the group that says "Welcome to the challenge!" to register and set up your Facebook Fundraiser. Once you have received your first donation we will send you your challenge beach ball!

### **My family member/friend wants to join. How can they do that?**

That's great! Ask them to follow the link in the Facebook group to register and set up a fundraiser page.

### **When will I get my registration package?**

Once you complete the registration please allow four to six weeks for it to arrive after you have received your first donation.

### **Is there an age limit to take part in the challenge?**

No. There is no age limit, but we do want people to feel comfortable with the challenge and not push beyond their limitations. Remember: if you are under 18, you need a parent or a guardian to agree you can take part in the challenge.

## Beach Ball

### **My beach ball hasn't arrived yet. When can I expect it to be delivered?**

Please allow at least four to six weeks for delivery after you have received your first donation. If it has been longer than that, please reach out to us via direct message on Facebook [HERE](#).

## About the Fundraising Page

### **Where do I set up my fundraising page?**

Just follow the link in the Facebook group to register. Once you fill out the form, click the "Submit & Activate a Fundraiser" button, and you will be directed to your fundraiser. There you can edit the name, donation target, and invite your friends to follow you.

**Is my fundraiser page public?**

Yes, once you set up a fundraising page, it can now be seen across Facebook publicly, which allows all of your friends and family to donate and share it!

**Can I edit the information to make it in memory of a loved one?**

Yes, you can. There is an edit (or manage) button on your fundraiser page where you can make your tribute for your loved one and edit all information.

**My fundraising page has ended. How do I fix this?**

Unfortunately, once your page is finished, you can't reactivate it. You will need to email [challengeinfo@alsac.stjude.org](mailto:challengeinfo@alsac.stjude.org) and ask for a new fundraiser link to get your new one established.

**Can I share my page outside of Facebook?**

Yes, you can! All your friends and family should be able to follow the link and donate to your fundraising page.

**How do I find my fundraiser?**

Go to [facebook.com/fundraisers](https://facebook.com/fundraisers)

**When I go to register, it says my email is already in use. How do I start my fundraiser?**

Check your email for a link to continue your registration. You may want to double-check your spam folder! If you are still having trouble, reach out to us for assistance at [challengeinfo@alsac.stjude.org](mailto:challengeinfo@alsac.stjude.org)